

Office of Property Management

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Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$59,773,719	\$56,913,040	\$34,165,628	40.0
FTEs*	177.0	266.0	185.0	-30.5

* Includes Capital-funded Intra-District FTEs (39 FTEs for FY 2004 and 2005).

The mission of the Office of Property Management (OPM) is to provide real estate, facility maintenance and management and capital construction services for District Agencies to ensure a clean, safe and user-friendly work environment.

OPM's overarching vision is to be the trusted real estate advisor and asset manager for the District of Columbia, and to maximize the value of property assets through coordination, strategic planning, financial management, business process improvement, and outreach efforts.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- By 2005, report on revised targets on the FY 2004 baseline that track the percentage of scheduled building repairs and maintenance projects completed on time and within budget.
- By 2005, report on the percentage of government agencies experiencing relocations or realignments that meet the minimum space allocation needs.
- By 2005, the Archibus database will include 100 percent of the required information regarding buildings owned and leased by the District within OPM's portfolio, including operating costs and asset values, so that the District may have an accurate inventory of its operating assets.

Funding by Source

Tables AM0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Property Management.

Table AM0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	6,747	6,137	11,534	11,030	-504	-4.4
Special Purpose Revenue Fund	7,493	1,244	3,800	3,625	-175	-4.6
Total for General Fund	14,240	7,381	15,334	14,655	-679	-4.4
Federal Payments	637	15,118	0	0	0	0.0
Total for Federal Resources	637	15,118	0	0	0	0.0
Intra-District Fund	36,390	37,275	41,579	19,510	-22,068	-53.1
Total for Intra-District Funds	36,390	37,275	41,579	19,510	-22,068	-53.1
Gross Funds	51,267	59,774	56,913	34,166	-22,747	-40.0

Table AM0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	56	40	92	39	-53	-57.1
Special Purpose Revenue Fund	1	3	5	18	13	250.4
Total for General Fund	57	43	97	57	-40	-41.2
Intra-District Funds						
Intra-District Fund	133	135	169	128	-41	-24.3
Total for Intra-District Funds	133	135	169	128	-41	-24.3
Total Proposed FTEs	190	177	266	185	-81	-30.5

Expenditure by Comptroller Source Group

Table AM0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table AM0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	8,677	9,269	12,231	9,668	-2,564	-21.0
12 Regular Pay - Other	0	14	0	0	0	0.0
13 Additional Gross Pay	155	258	425	163	-263	-61.8
14 Fringe Benefits - Curr Personnel	1,586	1,654	2,080	1,565	-516	-24.8
15 Overtime Pay	371	283	560	198	-363	-64.7
Subtotal Personal Services (PS)	10,790	11,477	15,296	11,592	-3,704	-24.2
20 Supplies And Materials	434	478	698	564	-134	-19.2
30 Energy, Comm. And Bldg Rentals	166	236	1,780	5,184	3,404	191.2
31 Telephone, Telegraph, Telegram, Etc	284	440	816	760	-56	-6.8
32 Rentals - Land And Structures	7,454	1,585	2,458	1,077	-1,381	-56.2
33 Janitorial Services	163	86	153	130	-22	-14.6
34 Security Services	202	216	256	365	109	42.7
35 Occupancy Fixed Costs	0	0	0	736	736	100.0
40 Other Services And Charges	2,654	1,473	2,389	1,791	-598	-25.0
41 Contractual Services - Other	28,652	33,699	32,386	11,265	-21,121	-65.2
70 Equipment & Equipment Rental	470	10,083	682	702	20	2.9
91 Expense Not Budgeted Others	0	0	0	0	0	0.0
Subtotal Nonpersonal Services (NPS)	40,477	48,296	41,617	22,573	-19,043	-45.8
Total Proposed Operating Budget	51,267	59,774	56,913	34,166	-22,747	-40.0

Gross Funds

The proposed budget is \$34,165,628, representing a decrease of 40.0 percent from the FY 2004 approved budget of \$56,913,040. There are 185 total operating FTEs for the agency, a 30.5 percent decrease from the FY 2004 approved budget. The significant decrease from the FY 2004 approved budget is attributed to the transfer of OPM's Protective Services program to the Metropolitan Police Department (MPD). This program is primarily supported by Intra-District funds.

General Funds

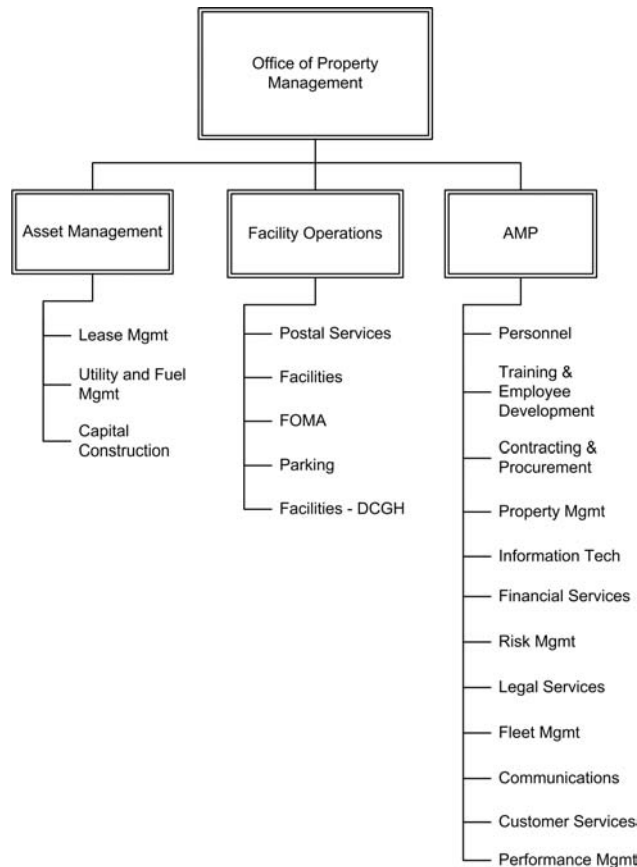
Local Funds. The proposed budget is \$11,030,325, representing a decrease of 4.4 percent from the FY 2004 approved budget of \$11,534,343. There are 39.0 FTEs funded by Local funds, a decrease of 53.0 FTEs from FY 2004 approved budget. The decrease in FTEs reflects the transfer from the Local funds budget of 31.0 FTEs to the Intra-District budget. The decrease also includes a transfer of 13.0 Local FTEs to the Special Purpose Revenue funds budget. In addition, there is a transfer of 9.0 Local FTEs from the Protective Services-D.C. General

Expenditure by Program

This funding is budgeted by program and the Office of Property Management has the following program structure.

Figure AM0-1

Office of Property Management



Hospital activity to MPD.

Special Purpose Revenue Funds. The proposed budget is \$3,625,000, representing a decrease of 4.6 percent from the FY 2004 approved budget of \$3,800,000. There are 17.5 FTEs funded by Special Purpose Revenue Funds, an increase of 13.0 FTE's from FY 2004 approved budget.

Intra-District Funds

The proposed budget is \$19,510,303, representing a change of 53.1 percent from the FY 2004 budget of \$41,578,697. There are 128.0 FTEs funded by Intra-District funds, a decrease of 41.0 FTEs from the FY 2004 approved budget. The net decrease of FTEs reflects the transfer of the Protective Services program from OPM to MPD

Programs

The Office of Property Management is committed to the following programs:

Asset Management

	FY 2004	FY 2005
Budget	\$17,421,079	\$13,751,729
FTEs	53	88

Program Description

The **Asset Management** program provides real property asset management services to District agencies so they can work in functional and appropriate settings. This program has three activities:

- **Lease Management** - provides space location and space management service for District agencies in both owned and leased buildings so they can work in the most appropriate environment. This activity houses the OPM's occupancy centralized payment account that is supported by occupancy fixed costs charged to District agencies. These funds pay for the maintenance of District-owned facilities. This activity has \$10,306,435 in gross funds and 44.0 FTEs.
- **Utility and Fuel Management** - provides utility and fuel purchasing, forecasting and certification services to District agencies and tenants so they can receive continuous utility and fuel service.
- **Capital Construction** - provides construction project management services to District agencies so they can have new renovated structures and facilities that are delivered on time, within budget, and according to agreed upon design specifications. This activity is funded entirely by Intra-District funds.

Program Budget Summary

This program has a gross funds decrease of \$3,669,350 or 21.1 percent from the FY 2004 approved budget of \$17,421,079. This includes a Local funds decrease of \$1,711,244, a Special Purpose Revenue funds decrease of \$8,303, and an Intra-District funds decrease of \$1,949,803. This change is primarily due to the transfer of \$1.4 million from the Local funds budget to the agency's occupancy fund (Intra-District funds) and outleasing revenue fund (Special Purpose Revenue funds) within the Lease Management activity. This includes a transfer of 29.0 Local FTEs from the Facility Operations program and 2.0 Local FTEs from the Agency Management Program to the occupancy fund within Lease Management activity. The program also includes a redirection of 8.0 Local FTEs within the Lease Management activity and a transfer of 3.0 Local FTEs from the AMP-Property Management activity to be supported by out-leasing revenue. Overall, these transferred expenditures from the Local funds are absorbed entirely in the agency's Intra-District and Special Purpose Revenue budgets. There is also a \$2.5

million reduction in the occupancy fund to coincide with the decrease in occupancy fixed costs paid by District agencies. This program supports 88 FTEs, an increase of 35.0 FTE from the FY 2004 approved level.

Key initiatives associated with the Asset Management program are:

- Achieving 80 percent of customers reporting that space located and provided by OPM enables them to work in an environment that assists the customer agency in fulfilling its mission.
- Completing 85.0 percent of capital construction project on time, within budget, and to design specifications.

Key Result Measures

Program 1: Asset Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Kris Krishnamurthy, Chief of Capitol Construction Services Administration; Anthony Jiminez, Energy Specialist, Aimee Occhetti, Special Assistant

Supervisor(s): Carol Mitten, Director, Peter May, Deputy Director for Operations; Troye Macarthy, Chief of Staff

Measure 1.1: Percent of customers reporting that space located and provided by OPM enables them to work in an environment that assists the customer agency in fulfilling its mission

	Fiscal Year		
	2004	2005	2006
Target	80	85	90
Actual	-	-	-

Measure 1.2: Percentage of energy-based commodity invoices certified for payment to the Office of Finance and Resource Management within 25 days of the date of receipt

	Fiscal Year		
	2004	2005	2006
Target	95	100	100
Actual	-	-	-

Note: Measure title modified in FY 2004

Measure 1.3: Percentage reduction in average time it takes to design, procure, manage and implement a capital construction project

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: The agency is reviewing KRM 1.3 as outside agencies influence the outcome of the measure. Targets will be established for the Congressional Submission of the District's Budget if this measure is retained.

Measure 1.4: Percentage of capital construction projects completed on time and within budget

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: The agency is reviewing KRM 1.4 as outside agencies influence the outcome of the measure. Targets will be established for the Congressional Submission of the District's Budget if this measure is retained.

Measure 1.5: Percent reduction in the dollar value of change orders associated with the design of capital construction projects

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: The agency is reviewing KRM 1.5 as outside agencies influence the outcome of the measure. Targets will be established for the Congressional Submission of the District's Budget if this measure is retained.

Measure 1.6: The percentage of rent collections and receivable balance measured against the total amount owed to the District

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Measure moved to the Asset Management Program from the Facility Operations Program at the request of the agency (1/04).

Facility Operations

	FY 2004	FY 2005
Budget	\$16,430,236	\$17,504,380
FTEs	116	87

Program Description

The Facility Operations program provides contracted custodial, repair, and maintenance services to District agencies so they can work in a clean, safe and operational environment. This program has five activities:

- **Postal Services** - provides postal delivery services to District agencies so they can have timely delivery of incoming and outgoing mail.
- **Facilities** - provides contracted custodial and mechanical services to District agencies so they can work in an environment that is clean, and well maintained. This activity has \$5,428,564 in gross funds and 8.0 FTEs. Note: There are 29.0 FTEs from this activity that have been transferred to the Lease Management activity in the Asset Management program.
- **Facilities Operation and Maintenance Administration (FOMA)** - provides building repair and maintenance services to District agencies so they can work in a safe and operational environment.
- **Parking** - provides parking space allocation and parking revenue monitoring services to the District in order to maximize parking revenue.
- **Facilities-D.C. General Hospital** - provides contracted custodial and mechanical services to DCGH campus.

Program Budget Summary

This program has a gross funds increase of \$1,074,144, or 6.5 percent over the FY 2004 approved budget of \$16,430,236. This includes a Local funds increase of \$2,053,442, a Special Purpose Revenue funds decrease of \$175,000, and an Intra-District funds decrease of \$804,298. This change is primarily due to an increase in energy fixed cost requirements in Local funds to support the Facilities-D.C. General Hospital activity. This increase in fixed costs is partially offset by the transfer of 29.0 Local FTEs and associated expenditures from the Facilities activity to the Intra-District occupancy fund within the Asset Management Program. This program also includes a redirection of one FTE and associated funding from the Local Funds budget to the parking fee revenue budget within the Parking activity. The gross budget supports 87.0 FTEs, a decrease of 29.0 FTEs from the FY 2004 approved level.

Key initiatives associated with the Facilities Operations program are:

- Cleaning 80.0 percent of buildings to contract standards.
- Achieving a 35.0 percent increase in the annual recycling rate.
- Delivering 85.0 percent of mail processed from Intra-District, USPS, and other private mail carriers within 24 hours.
- Completing 70.0 percent of scheduled building repairs and maintenance projects on time and within budget.

Key Result Measures

Program 2: Facility Operations

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Nejat Rasson, Acting Administrator for Facility Management; and George Howard, Postal Administration, Administrator for Facility Operations and Maintenance;

Supervisor(s): Carol Mitten, Director; Peter May Deputy Director for Operations; Troye Macarthy, Chief of Staff

Measure 2.1: Percent of mail processed from Intra-District and the USPS and delivered within 24 hours

	Fiscal Year		
	2004	2005	2006
Target	90	95	95
Actual	-	-	-

Note: Measure title slightly modified in FY 2004

Measure 2.2: Percent difference in parking revenue realized per FY relative to the market

	Fiscal Year		
	2004	2005	2006
Target	20	10	10
Actual	-	-	-

Note: Measure title slightly modified in FY 2004. FY 2004 target decreased from 85 to 20 and the FY 2005 target decreased from 90 to 10 at the request of the agency (1/04).

Protective Services

	FY 2004	FY 2005
Budget	\$20,060,489	\$0
FTEs	81	0

Program Description

The **Protective Services** program was transferred to the Metropolitan Police Department (MPD) for FY 2005. Please refer to chapter FA0 for additional information.

Program Budget Summary

This program has a gross funds decrease of \$20,060,489, or 100.00 percent from the FY 2004 approved budget of \$20,060,489. This includes a Local funds decrease of \$696,196 and an Intra-District funds decrease of \$19,364,293. This change reflects the transfer of this program from OPM to MPD.

Agency Management Program

	FY 2004	FY 2005
Budget	\$3,001,236	\$2,909,519
FTEs	16	10

Program Description

The **Agency Management** program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

This program has a gross funds decrease of \$91,717, or 3.0 percent from the FY 2004 approved budget of \$3,001,236. This includes a Local funds decrease of \$150,020, Special Purpose Revenue funds increase of \$8,303 and an Intra-District funds increase of \$50,000. This includes a transfer of 2.0 Local FTEs to the Intra-District occupancy fund and 3.0 Local FTEs to the outleasing revenue budget within the Lease Management activity. This also includes a \$275,337 reduction based on revised occupancy fixed costs. The gross budget supports 10.0 FTEs, a decrease of 6.0 from the FY 2004 approved level.

Key initiatives associated with the Agency Management program are:

- Responding to 75.0 percent of service requests within two business days.
- Completing 70.0 percent of customer service delivery cost-saving projects and/or workplace improvement projects.
- Resolving 85.0 percent of quality data problems within 30 days of identification by agency staff, deputy mayor, Office of the City Administrator or other reviewing bodies.

Key Result Measures

Program 3: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Benita Anderson, Administrative Officer, Amble Prasad, Information Technology Manager, Susan Riley, Special Assistant

Supervisor(s): Carol Mitten, Director; Troye Macarthy, Chief of Staff

Measure 3.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 3.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Note: Although agencies established their initial lab

Measure 3.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost workday injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 3.4: Rating of 3-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 3.5: Percent of Key Result Measures achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

For more detailed information regarding the proposed funding for activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.